



COVID-19 Emergency Operations Center

SOP No: MS-161

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Standard Operating Procedure Rx Pickup and Delivery

Subject: Patient Rx Pickup and Delivery for Medical Shelter Sites

1. Introduction

The purpose of this Standard Operating Procedure (SOP) is to provide guidance to Medical Shelter Site Management on how to manage prescription (Rx) pickup and delivery for patients within the Medical Sheltering program.

2. Procedures

Some patients will arrive with certain medications that require a refill while they are admitted at the Medical Sheltering facility and some new Rx will be prescribed by the Provider while the patients are admitted at the Medical Sheltering Facility.

- **Rx Refills, Stock Meds and other Scheduled Medications**

- Clinical will fax the designated pharmacy (usually from a County pharmacy like MLK Jr. Community Hospital) all Rx orders to be picked up the next day by designated Transport Coordinator or Site Manager. These medications are predictable and can be scheduled in advance.

- **New Rx and Urgent Rx**

- Clinical will source the nearest pharmacy to the facility and confirm if any copay is needed. Charge will confirm with pharmacy that a representative for that individual can retrieve the Rx. Once Charge RN confirms the Rx is filled and ready for pickup, they will notify Site Management.
- Site Management will then take a copy of:
 - Submitted Rx Order
 - Patient Name
 - Patient Date of Birth
 - Patient Insurance, if applicable

- If there is a copay, Site Manager will pay for the copay, retain the receipt and then submit their reimbursement form to Brilliant Corner per the Reimbursement Procedures.
- Upon arrival back to facility, Site Manager will hand the Rx to Charge RN.

2. Notes

- If prescription is for a controlled substance or narcotic, the pharmacist will require additional verification upon Rx retrieval. Have Charge RN and provider prepared to answer pharmacy phone call and offer further verification of patient and site manager picking up.